

APPLICATION FOR UNITED STATES PATENT

ON-LINE BALANCE TRANSFERS

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ON-LINE BALANCE TRANSFERS

CROSS REFERENCE TO RELATED APPLICATIONS

This application is a continuation in part of co-pending U.S. Patent Application No. 09/185,000 entitled "METHOD AND APPARATUS FOR AN ACCOUNT LEVEL
5 OFFER OF CREDIT AND REAL TIME BALANCE TRANSFER" filed November 3, 1998, which is incorporated herein by reference for all purposes.

FIELD OF THE INVENTION

The present invention relates generally to on-line financial services. More specifically, a system and method for providing on-line balance transfers is disclosed.

BACKGROUND OF THE INVENTION

One important factor in determining the profitability of a credit account is the average revolving balance maintained by the account holder. As a result, it is desirable from the perspective of a provider of credit, such as a credit card issuer, to have credit account holders maintain a higher average revolving balance. One way a credit issuer
15 may use to increase the average revolving balance maintained by a particular account holder is to get the account holder to transfer existing revolving credit balances from other accounts to the account held with the issuer. It would be very useful therefore to provide systems and methods that effectively encourage applicants for credit and existing

credit account holders to transfer balances to a new or existing credit account from other credit or charge accounts.

Ideally, an account holder should be able to transfer a balance to a credit account with a minimum amount of effort by the account holder. Presently, credit card

5 companies typically target new applicants in their efforts to promote balance transfers.

New applicants typically are required to fill out a form and provide data relating to their various accounts as well as the amounts to transfer. Similar approaches are used to transfer balances to an existing credit account. It would be desirable if this process could be simplified for the account holder.

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SUMMARY OF THE INVENTION

A system and method for on-line balance transfers are disclosed. An account holder initiates an on-line request for a balance transfer. The information necessary to process the balance transfer may be provided on-line by the account holder, or may be wholly or partly obtained from other sources in real time. The account holder identifies or confirms the accounts and amounts to be transferred. In the case of balance transfer requests that exceed an established balance transfer limit, modifications to the request may be suggested. The balance transfer request is processed, with information concerning the status of the balance transfer being made available to the account holder on line. Certain accounts may be identified as being ineligible for balance transfer.

It should be appreciated that the present invention can be implemented in numerous ways, including as a process, an apparatus, a system, a device, a method, or a computer readable medium such as a computer readable storage medium or a computer network wherein program instructions are sent over optical or electronic communication links. Several inventive embodiments of the present invention are described below.

A method for online transfer of a balance from a first credit account associated with an account holder to a second credit account associated with the account holder is disclosed. In one embodiment, account data associated with the first credit account is obtained. The account data comprises at least the financial institution with which the first credit account is held. A determination is made as to whether the financial institution with which the first credit account is held is related to the financial institution with which

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5 These and other features and advantages of the present invention will be presented in more detail in the following detailed description and the accompanying figures, which illustrate by way of example the principles of the invention.

BRIEF DESCRIPTION OF THE DRAWINGS

The present invention will be readily understood by the following detailed description in conjunction with the accompanying drawings, wherein like reference numerals designate like structural elements, and in which:

5 Figure 1 is a block diagram illustrating one computer network scheme that may be used to implement the system and method described herein.

 Figure 2 is a flowchart illustrating a process used in one embodiment to receive and process a balance transfer request from a credit account holder.

10 Figure 3 is a flowchart illustrating a process used in one embodiment to receive balance transfer request data as in step 204 of Figure 2.

 Figure 4 is a flow chart illustrating a process used in one embodiment to process a balance transfer request, as in step 216 of Figure 2.

 Figure 5 shows an exemplary “balance transfer request form” display 500, such as may be displayed in step 302 of Figure 3.

15 Figure 6 shows an exemplary “automatically filled balance transfer request form” display 600, such as may be used in one embodiment to display automatically obtained information in the balance transfer request form, as in step 312 of Figure 3.

Figure 7 shows an exemplary “proposed modification” display 700 used in one embodiment to propose and receive modifications to a balance transfer request that exceeds the balance transfer limit for the account, as in step 208 of Figure 2.

Figure 8 shows an exemplary “balance request confirmation” display 800, such as may be used in one embodiment to request and obtain confirmation of the balance transfer request data from the account holder, as in step 212 of Figure 2.

Figure 9 shows an exemplary “balance transfer status” display 900, such as may be used in one embodiment to provide and update balance transfer status information, as described above in connection with step 406 of Figure 4.

DETAILED DESCRIPTION

A detailed description of a preferred embodiment of the invention is provided below. While the invention is described in conjunction with that preferred embodiment, it should be understood that the invention is not limited to any one embodiment. On the contrary, the scope of the invention is limited only by the appended claims and the invention encompasses numerous alternatives, modifications and equivalents. For the purpose of example, numerous specific details are set forth in the following description in order to provide a thorough understanding of the present invention. The present invention may be practiced according to the claims without some or all of these specific details. For the purpose of clarity, technical material that is known in the technical fields related to the invention has not been described in detail so that the present invention is not unnecessarily obscured.

Figure 1 is a block diagram illustrating one computer network scheme that may be used to implement the system and method described herein. An account holder host system 102 is connected to the Internet 104. The account holder host system may be a personal computer, a network computer, or any type of system that is able to transmit and receive information over the Internet. Also, in other embodiments, a private network such as a LAN or WAN, a virtual private network, a dedicated network, a telephone connection, or other connection may be used by the account holder to communicate. A web server 106 is also connected to the Internet 104 and communicates with the account holder host system 102 via the Internet 104 to request and receive information from the account holder and to notify the account holder of the status of the balance transfer

process. Web server 106 in one embodiment accesses a business logic server 108 that implements the various balance transfer and status reporting processes described herein. It should be noted that in some embodiments, the web server and the business logic server may be implemented on a single computer system with one microprocessor. The business logic server is connected via a communication line 110 to one or more outside data sources 112, such as credit reporting bureaus, enabling the business logic server to retrieve data from the outside data sources. In some embodiments, an Internet or other network connection may be used for that purpose. The business logic server 108 also is connected to an account information database 114, in which data concerning the account holder's account, such as identifying information for the account holder, historical data concerning the account, and a previously established balance transfer limit and/or credit limit, may be stored. In one embodiment, the account information database 114 is implemented on the same computer as the business logic server 108. In one embodiment, the account information database is implemented on a separate computer.

Figure 2 is a flowchart illustrating a process used in one embodiment to receive and process a balance transfer request from a credit account holder. In one embodiment, the process illustrated in Figure 2 may be implemented using a computer network environment such as the computer network environment shown in Figure 1. The process shown in Figure 2 begins with step 202 in which a request to submit a balance transfer request is received. In one embodiment, the account holder may make a request to submit a balance transfer request by accessing a web page made available via the Internet by the financial institution with whom the account holder has the account and selecting a

balance transfer request option on the financial institution's web page. In one embodiment, the web page is made available via the Internet by web server such as web server 106 of Figure 1 and may be accessed by an account holder using a host computer system such as the account holder host system 102 of Figure 1.

5 In step 204 of the process shown in Figure 2, balance transfer request data is received. In one embodiment, the account holder may access the balance transfer request data input page directly, without making a request to submit a balance transfer request. In such an embodiment, step 202 of the process shown in Figure 2 would be omitted. In one embodiment, the balance transfer request data is received in step 204 by displaying
10 an on-line balance transfer request display to the account holder by means of a web page. In one embodiment, the web page includes fields in which the requesting account holder may enter such information as the card or account number for the account from which the balance is to be transferred, the institution with which the account is held, and the amount to be transferred from the account identified by the account holder to the account
15 associated with the web page. In certain embodiments other or different information may be required to process a balance transfer request.

Once the balance transfer request data has been received in step 204, the process shown in Figure 2 proceeds to step 206, in which it is determined whether the total amount of the balance transfer requested by the account holder exceeds the balance
20 transfer limit associated with the account. In one embodiment, the balance transfer limit is established prior to any balance transfer request being received. In such an embodiment, the balance transfer limit may be stored in a database such as the account

information database 114 of the system shown in Figure 1. In one embodiment, the balance transfer limit may be determined in real time, such as by gathering data from the account holder, retrieving information from an account information database, and/or retrieving data from outside data sources, such as the outside data sources 112 of Figure

1. In one embodiment, the balance transfer limit is determined by underwriting principles well known to those of ordinary skill in the art.

If it is determined in step 206 that the balance transfer request submitted by the account holder exceeds the balance transfer limit associated with the account holder's account, the process shown in Figure 2 proceeds to step 208 in which suggested modifications to the balance transfer request submitted by the account holder are calculated and displayed to the account holder via a web page. For example, in one embodiment if a request were received to transfer a balance from a single account in an amount in excess of the balance transfer limit associated with the account holder's account associated with the web page, in step 208 the system may calculate and present to the account holder a proposed alternative balance transfer request in which a smaller balance transfer, such as one in the amount of the balance transfer limit for the account holder, would be made, leaving a smaller balance in the account from which the account holder wishes to transfer a balance. For example, if the balance transfer limit were five thousand dollars and the account holder made a request to transfer a balance of six thousand dollars from a single account, in step 208 it may be suggested to the account holder that the account holder transfer five thousand dollars from the account, leaving a balance of one thousand dollars. In one embodiment, where the account holder has

submitted a request to transfer balances from more than one account, a trimming algorithm is employed in step 208 to calculate the suggested modifications to the submitted balance transfer request. In one embodiment, the trimming algorithm assumes that the account holder is most interested in transferring balances from accounts for which the account holder has requested the largest balance transfers. In one such embodiment, the accounts identified by the account holder are placed in order based on the amount of the balance transfer requested for each respective account and the account with the largest transfer request is satisfied first, followed by the second largest, and so on until no further balance transfer requests may be satisfied in the amount as requested by the account holder without exceeding the balance transfer limit. In such an embodiment, any remaining room under the balance transfer limit, if any, may be applied to the next account in order. For example, if an account holder requested that \$2,500 be transferred to a first account, \$2,000 be transferred to a second account, and \$1,000 be transferred to a third account, in a situation in which the balance transfer limit was \$5,000, the system may be configured to automatically propose to the account holder that an alternative request be submitted under which \$2,500 would be transferred to the first account, \$2,000 transferred to the second account and the remaining \$500 available under the balance transfer limit be transferred to the third account. In one embodiment, the account holder's outstanding balance with each of the respective accounts identified in the balance transfer request are known, such as because that information was provided by the account holder or retrieved from a credit bureau, and the system may instead prioritize the balance transfers requested by the account holder to give priority to the transfer of balances that will result in the total outstanding balance for an account being

paid off. Such an algorithm may be based, for example, on the assumption that the account holder would prefer to close out one or more of the accounts identified in the balance transfer request for purposes of consolidating and managing debt, or on the assumption or belief that the account holder will be more likely to close accounts for which the total outstanding balance has been transferred, thereby increasing the likelihood that the account holder would use the account associated with the website more in the future.

Once suggested modifications have been calculated and displayed to the account holder in step 208, the process returns to step 204 in which modified balance transfer request data is received. In one embodiment, the suggested changes calculated in step 208 may be displayed in step 208 in a web page that includes a button that the account holder may select to submit the modified balance transfer request calculated by the system as a new balance transfer request. In one embodiment, the display presented in step 208 may permit the account holder to edit balance transfer amounts suggested in the page displayed in step 208 and submit in step 204 a modified requested balance transfer reflecting the edits made by the account holder.

If it is determined in step 206 that the balance transfer request received in step 204 does not exceed the balance transfer limit associated with the account holder's account, the process proceeds to step 210 in which the balance transfer data is displayed to the account holder for confirmation. In one embodiment, this step may be included to enable the account holder to identify typographical or other errors prior to the initiation of processing by the financial institution.

In step 212 of the process shown in Figure 2, it is determined whether the account holder confirmed the balance transfer request data. If it is determined in step 212 that the account holder did not confirm the balance transfer request data as correct, the process proceeds to step 214 in which the balance transfer data is displayed to the account holder for editing. Once the balance transfer data has been displayed to the account holder for editing in step 214, the process proceeds to step 204 in which edited balance transfer data is received from the account holder. The process then continues as described above.

If it is determined in step 212 that the account holder confirmed the balance transfer data as correct, the process proceeds to step 216 in which the balance transfer request is processed as described more fully below. In one embodiment, the balance transfer request is processed by obtaining additional pay off information, if necessary, from the financial institutions at which the accounts from which balances are being transferred are held, followed by making payments to those financial institutions and posting each payment as a new charge to the account holder's account, as described more fully below. The process shown in Figure 2 then ends in step 218.

Figure 3 is a flowchart illustrating a process used in one embodiment to receive balance transfer request data as in step 204 of Figure 2. The process begins with step 302 in which a balance transfer request form is displayed. In one embodiment, the balance transfer request form includes empty fields in which the account holder may enter information such as a credit card or other account number, the financial institution with which the account is held, and the amount to be transferred from the indicated account to the account associated with the web page. In one embodiment, the balance transfer

request form includes a button which the account holder may select to request that some or all of the balance transfer request data be filled in automatically by obtaining data from sources other than the account holder. In one embodiment, information may be obtained from outside data sources such as a credit reporting bureau. In step 304 of the process shown in Figure 3, it is determined whether the account holder has requested that credit account data be obtained from a source other than the account holder. If it is determined in step 304 that the account holder has requested that data be obtained from a source other than by being input by the account holder, referred to in Figure 3 and elsewhere herein as an "auto-fill" request, the process shown in Figure 3 proceeds to step 306 in which credit report data is obtained from a credit reporting agency. In one embodiment, the credit report is obtained using identifying information for the account holder retrieved from an account information database associated with the account holder's account.

In step 308 of the process shown in Figure 3, the credit report data is processed to identify accounts from which the cardholder may be permitted to transfer balances to the credit account associated with the website. In one embodiment, the cardholder may not transfer any balance from an account held with the financial institution providing the web page, or a related institution, to another account held with that same financial institution, to avoid allowing account holders to shuffle balances between accounts with the same financial institution without paying any finance charge or interest to the financial institution. In one embodiment, eligible accounts are identified by checking the financial institution associated with each account against a list of ineligible financial institutions.

In one embodiment, the list of ineligible financial institutions includes the financial institution associated with the web page and any related financial institutions.

In step 310 of the process shown in Figure 3, the account balances of the eligible accounts are determined. In one embodiment, the account balances are determined by
5 processing the data received from the credit reporting agency and associating an account balance with each eligible account.

In step 312 of the process shown in Figure 3, the previously empty fields of the balance transfer request form are populated with the data obtained and identified in steps 306, 308, and 310. In one embodiment, the form in which the data presented in 312 is
10 displayed includes blank fields to permit the account holder to indicate the amount to be transferred from each account, which enables the account holder to specify an amount less than or equal to the outstanding balance as the amount of balance to be transferred. In one embodiment, only part of the account or card number is displayed, with certain digits of the account number hidden from view for security reasons. In one embodiment,
15 a sufficient number of digits is displayed to enable the account holder to identify the account.

Once the balance transfer request form data fields have been populated in step 312, or if it is determined in step 304 that the account holder has not requested that data for the balance transfer request form be obtained from a source other than the account
20 holder, the process shown in Figure 3 proceeds to step 314 in which data for a submitted balance transfer request is received. In one embodiment, the balance transfer request

form presented in step 302 and, where requested, partially completed for the account holder in step 312 includes a “submit” button, which the account holder may select to indicate that the data displayed and/or entered in the form should be submitted for processing as the account holder's balance transfer request.

5 Figure 4 is a flow chart illustrating a process used in one embodiment to process a balance transfer request, as in step 216 of Figure 2. The process begins with step 402 in which processing of the balance transfer request is initiated. In one embodiment, the processing of the balance transfer request is initiated once the balance transfer request has been received and confirmed.

10 In step 404 of the process shown in Figure 4, payment information necessary to complete the balance transfer request is gathered and validated. The information to be gathered may include such information as the address to which to send a payment check to the financial institution from which a balance is to be transferred. Additional or different information to be gathered may include information necessary to make an
15 electronic transfer of funds to such a financial institution. In one embodiment, information may be gathered by contacting financial institutions, by obtaining information from third party sources for proprietary databases, by requesting additional information from the account holder, and/or from other information sources. In one
20 embodiment, information may be validated, for example, by confirming that the requisite number of digits are included in the information that has been provided and/or obtained, such as confirming that a credit card account number conforms to the sixteen digit convention for such account numbers.

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In step 406 of the process shown in Figure 4, status information is provided to the account holder and updated periodically. In one embodiment, status information may be provided to the account holder in the form of an electronic mail message or alert informing the account holder of a change in the status of a balance transfer request. For example, if a payment has been sent to a particular financial institution on behalf of the account holder, an electronic mail message may be sent to the account holder informing the account holder that the payment has been sent. In one embodiment, status information may be posted to a web page accessible by the account holder, enabling the account holder to check the status of the balance transfer request at the account holder's convenience. In one embodiment, the status conditions that may be reported on such a web page may include a "pending" status indicating that the balance transfer request is pending and is being processed, a "completed" status indicating that the balance transfer request has been completed and that payment has been sent, a "rejected" status indicating that the balance transfer request has been rejected and will not be completed, or a "more information needed" status indicating that the account holder should contact a customer service representative to provide additional information. In one embodiment, general status conditions such as those listed above may correspond to one or more specific internal status conditions. The more specific internal status conditions may be used internally to provide more specific information to financial institution personnel, such as customer service representatives. In one embodiment, the status of each balance transfer request is updated on a periodic basis, for example on a daily basis. In one alternative embodiment, the status information is updated on a real time basis as each balance transfer request is processed. In one such embodiment, for example, the status reflected

on the web page may be changed from “pending” to “completed” once the balance transfer has been completed, as opposed to waiting for the next day's update of the balance transfer status information. As indicated in Figure 4, step 406 corresponds to a dynamic process by which information is updated either periodically or as events occur, and as a result step 406 may be repeated as necessary to reflect changes in the status of balance transfer requests in the manner and with the frequency required in a particular application.

In step 408 of Figure 4, funds are transferred to the financial institutions from which balances are being transferred. As shown in Figure 4, step 408 may be repeated as necessary, until payment has been made to all of the financial institutions from which the account holder has requested that a balance be transferred. In one embodiment, funds may be transferred by sending a check to the financial institution from which a balance is being transferred. In one embodiment, other forms of funds transfers may be employed, such as an electronic funds transfer.

In step 410 of Figure 4, a charge is posted to the account holder's account for each payment made to a financial institution from which a balance has been transferred.

In step 412 of Figure 4, it is determined whether all balance transfers included in the balance transfer request received from the account holder have been completed. If all balance transfers included in the request have not been completed, the process returns to step 404 and steps 404, 406, 408, and 410, are repeated or performed as necessary, until all four steps have been completed with respect to each financial institution from which

the account holder has requested that a balance be transferred. If it is determined in step 412 that all of the balance transfers included in the balance transfer request have been completed, the process proceeds to step 414 in which the system is updated to reflect the fact that the balance transfers have been completed. In one embodiment, step 414 includes sending an e-mail message to the account holder advising the account holder that all balance transfers included in the request have been completed. In one embodiment, status information for the balance transfer requests remains available to the account holder on the status web page described above for a predetermined period following the completion of the balance transfer request.

Figure 5 shows an exemplary "balance transfer request form" display 500, such as may be displayed in step 302 of Figure 3. The display 500 includes a balance transfer limit display area 502 in which the maximum amount the account holder may transfer to the account from other accounts is displayed. The display 500 further comprises an account information entry area 504. The account information entry area 504 includes a plurality of data entry boxes positioned under the heading "card number", which may be used by the account holder to enter credit account numbers. The credit account information entry area 504 includes a second plurality of data entry boxes positioned under the heading "institution", in which the account holder may enter the name of the financial institution with which each respective account listed in the "card number" column is held. Finally, the account information entry area 504 includes a third plurality of data entry boxes positioned under the heading "amount", in which the account holder may specify the amount of the balance transfer requested with respect to each account

identified by card number and institution name in the preceding two columns. The display 500 further includes an "add cards" button 506. In one embodiment the "add cards" button 506 enables the account holder to enter card number, institution, amount information for additional accounts if all the fields originally available in account information entry area 504 have been used, such as to add a fourth account to a balance transfer request if the three account information rows shown in account information entry area 504 of Figure 5 have been used for three other accounts. The display 500 also includes a button 508 labeled "auto-fill". In one embodiment, selection of the "auto-fill" button 508 results in information about the card holder's existing credit accounts being obtained from a source other than the account holder, if information is available from such other sources. For example, as described above in connection with steps 304 and 306 of Figure 3, credit account information may be obtained in some cases from credit reporting agencies.

The display 500 further includes a "submit" button 510. In one embodiment, when the "submit" button 510 is selected by the account holder, the account data that appears in the fields of account information entry area 504 is submitted via the Internet to the financial institution associated with the web page. The display 500 also includes a "cancel" button 512. In one embodiment, selection of the "cancel" button 512 results in the fields of the account information entry are being cleared and no balance transfer request information being sent to the financial institution associated with the web page.

Figure 6 shows an exemplary “automatically filled balance transfer request form” display 600, such as may be used in one embodiment to display automatically obtained information in the balance transfer request form, as in step 312 of Figure 3.

The display 600 includes a balance transfer limit display area 602, which is the same as the balance transfer limit display area 502 of Figure 5. The display 600 further includes an account information entry and display area 604. The account information entry and display area 604 is similar to the account information are 504 of Figure 5, except that certain information has been provided automatically. As shown in Figure 6, in one embodiment the account information entry and display area 604 comprises four columns. The first column is labeled "card number" and has a plurality of data entry boxes in which the account holder may enter card number data. In one embodiment, the card or account number data is obtained from a source other than the account holder, such as from a credit report, and is entered wholly or in part in the card number column of the account information entry and display area 604. In one embodiment, for security purposes, any account numbers displayed automatically are only partially displayed, with sufficient digits of the account number being displayed to enable the account holder to identify the account.

The account information entry and display area 604 includes a second column labeled "institution" in which the names of three financial institutions are displayed. As described above, the names of the financial institution with which the account holder has accounts from which the account holder may wish to transfer balances may be determined in one embodiment by obtaining data from third party data sources, such as

from credit reporting agencies. The account information entry and display area 604 includes a third column, labeled "balance" in which the account holder's outstanding credit balance with each respective financial institution listed in the second column of the area 604 is displayed. In one embodiment, the balance listed in the account information entry and display area 604 is an estimated balance based on the data as reported by a third party data source, such as a credit reporting agency. In one embodiment, the outstanding balance is labeled as an "estimated balance". Finally, the account information entry and display area 604 includes a fourth column labeled "transfer", which includes a plurality of data entry boxes to enable the account holder to specify the amount to be transferred to each respective financial institution. In one embodiment, the data entry boxes in the fourth column of the account information entry and display area 604 are pre-populated automatically with the balance or estimated balance listed in the third column of the account information and display area 604, and the account holder is provided with an opportunity to reduce or erase the transfer amount inserted initially by the system.

The display 600 also includes a "submit" button 610, which corresponds to and operates in the same manner as the "submit" button 510 of Figure 5. Finally, the display 600 contains a "cancel" 612, which corresponds to and operates in the same manner as the cancel button 512 of Figure 5.

Figure 7 shows an exemplary "proposed modification" display 700 used in one embodiment to propose and receive modifications to a balance transfer request that exceeds the balance transfer limit for the account, as in step 208 of Figure 2. The display 700 includes a message area 702 in which a message may be displayed informing the

account holder that the balance transfer requests submitted by the account holder exceeded the balance transfer limit established for the account holder's account.

The display 700 also includes an account information entry and display area 704, in which information about the credit accounts identified by the account holder as

5 accounts from which balances should be transferred may be displayed. As shown in Figure 7, in one embodiment the account information entry and display area 704 includes a first column in which card or account numbers are listed. In one embodiment, as shown in Figure 7 only a part of the account number, such as the last four digits is displayed, for security proposes. The account information entry and display area 704 also includes a

10 second column labeled "institution" in which the name of each respective financial institution corresponding to the accounts listed in the first column may be displayed. The account information entry and display area 704 includes a third column labeled "balance" in which the balance information for each credit account identified in the first column may be displayed. The account information entry and display area 704 further includes a

15 fourth column, labeled "proposed". As shown in Figure 7, the fourth column includes a data entry box for each credit account included in the original balance transfer requests. In one embodiment, a proposed balance transfer amount is calculated for each such credit account and displayed in the fourth column of the account information entry and display area 704, as discussed in connection with step 208 of Figure 2. In the particular example

20 displayed in Figure 7, the data entry boxes in the fourth column have been pre-populated with proposed amounts equal to the balance of the first credit account, an amount less than the balance due for the second credit account and no transfer or zero for the third

credit account, in order to bring the total balance transfer request amount within the limit displayed in the message area 702. Illustrative examples of algorithms that may be used in certain embodiments to determine the amounts to be inserted automatically in the data entry boxes in the fourth account information entry and display area 704 are described above, in connection with step 208 of Figure 2.

The display 700 further includes a "submit" button 710, which corresponds to and operates in the same manner as the "submit" button 510 of Figure 5. The display 700 also includes a "cancel" button 712, which operates in the same manner as the "cancel" button 512 of Figure 5.

Figure 8 shows an exemplary "balance request confirmation" display 800, such as may be used in one embodiment to request and obtain confirmation of the balance transfer request data from the account holder, as in step 212 of Figure 2. The display 800 also includes a message display area 802, in which a message providing instructions to the account holder may be displayed. In the specific example shown in Figure 8, the message instructs the account holder to review and confirm the accuracy of the balance transfer request data.

The display 800 further includes a balance transfer request data display area 804, in which the balance transfer request data received from the account holder is displayed. As shown in Figure 8, in one embodiment the balance transfer request data display area 804 comprises three columns, a first column in which card or account number data is displayed, a second column in which the financial institution associated with each

account listed in the first column is displayed, and a transfer amount column in which the amount of balance to be transferred from each account listed is displayed. The display 800 further includes an "edit" button 814. In one embodiment, the "edit" button 814 may be selected by the account holder to gain access to a page that will permit the account holder to edit the balance transfer request data displayed in the display area 804. In one embodiment, the edit display presented to the account holder upon selection of the "edit" button 814 is the same as or similar to the balance transfer request form display 500 shown in Figure 5, with the data entry fields populated, as appropriate, with the balance transfer request data received from the account holder. The account holder may then edit the data in the various data entry fields or enter additional or different information, and submit the information as a new request to be processed as described above. The display 800 further includes a "confirm transfer" button 816, which the account holder may select to confirm that the balance transfer request data displayed in display area 804 is correct. In one embodiment, selection of the "confirm transfer" button 816 by the account holder initiates processing of the balance transfer request, as described above in connection with step 216 of Figure 2 and the process shown in Figure 4.

Figure 9 shows an exemplary "balance transfer status" display 900, such as may be used in one embodiment to provide and update balance transfer status information, as described above in connection with step 406 of Figure 4. The display 900 includes heading display area 902, in which an appropriate heading may be displayed. As shown in Figure 9 in one embodiment, the heading "status of transfers" is displayed in the heading display area 902. The display 900 further includes a balance transfer request

status display area 904 in which information concerning the status of balance transfer requests submitted by the account holder may be displayed. In one embodiment, as shown in Figure 9, the balance transfer status area 904 comprises a first column, labeled "status", in which the status of any balance transfer requests submitted by the account holder may be displayed. An exemplary scheme of status conditions and their meaning is described above in connection with step 406 of Figure 4. As shown in Figure 9, in one embodiment, the balance transfer status information display area 904 includes additional columns for displaying information identifying the balance transfer requests submitted by the account holder, including columns for the card or account number, the financial institution, and the amount to be transferred. In other embodiments, as will be apparent to those of ordinary skill in the art, other or different information may be included in the balance transfer status display area 904. Finally, the display 900 includes an "okay" button 916, which may be selected by the account holder to indicate that the account holder is done viewing the balance transfer status information. In one embodiment, selection of the "okay" button 916 results in the balance transfer status information display 900 being closed.

Although the foregoing invention has been described in some detail for purposes of clarity of understanding, it will be apparent that certain changes and modifications may be practiced within the scope of the appended claims. It should be noted that there are many alternative ways of implementing both the process and apparatus of the present invention. Accordingly, the present embodiments are to be considered as illustrative and

not restrictive, and the invention is not to be limited to the details given herein, but may be modified within the scope and equivalents of the appended claims.

WHAT IS CLAIMED IS:

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